

# WHAT YOU SHOULD KNOW ABOUT UNEMPLOYMENT INSURANCE IN MARYLAND

STATE OF MARYLAND  
DEPARTMENT OF LABOR, LICENSING AND REGULATION  
DIVISION OF  
UNEMPLOYMENT INSURANCE

[www.mdunemployment.com](http://www.mdunemployment.com)

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**Read this entire pamphlet! Failure to comply with the information contained in this pamphlet may result in a denial of benefits.**

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### DOs AND DON'Ts OF UNEMPLOYMENT INSURANCE

#### DO:

- Read all correspondence sent to you.
- File your continued claims (request for payment) within 14 days from the last week ending date being requested. Failure to do so may result in a delay or denial of your benefits.
- Avoid errors. Listen to the automated playback of your responses when filing a Telecert over the phone or read the screen containing your responses when filing a Webcert over the Internet. If your answers are incorrect, follow prompts to correct the answers. If your answers are correct, follow prompts to continue the filing process and receive your processing number.
- File continued claims, if still unemployed, even if you are scheduled for a fact finding interview or an appeal.
- Report all gross earnings for the calendar week in which you earned the money, NOT the week in which you are paid. If you fail to do so, any overpayment must be repaid, and if fraud is found, benefits will be denied for 1 year. Also, a fine of \$1000 and/or imprisonment may be imposed.
- Reopen your claim immediately if you have returned to work and then become unemployed again. Your claim will not be reactivated until you have contacted a Claim Center or reopened the claim on the Internet. A request for payment is NOT reopening a claim.
- Keep a detailed record of your work search contacts, if you are required to look for work. This information should be recorded on the pages in the back of this pamphlet. Benefits may be denied for each week that your work search cannot be verified.
- Be available for any scheduled appointment (fact finding interview). Ensure you are not on your telephone (internet or regular call) during the period scheduled for your interview.
- Enroll in Maryland's One-Stop Career Center system at [www.mwejobs.com](http://www.mwejobs.com) or in person at a career center listed on the back of this pamphlet.
- Attend any appointments/workshops that the Maryland Division of Workforce Development schedules for you. Failure to enroll in the One-Stop Career System or keep appointments may result in a delay or denial of your UI benefits.

#### DON'T:

- Don't give your personal identification number (PIN) to anyone. This number is your electronic signature and you are responsible for any action taken with that number.
- Don't attempt to file your continued claim before it is due. If you do, you will receive a message stating, "Our records show it is too early to file your claim."
- Don't hang up/logoff until after you receive and document the processing number for each continued claim filed. This number verifies that the week(s) has been accepted. If you do not receive this processing number, the week(s) has not been accepted and no payment will be made.
- Don't wait to file an appeal to any determination with which you disagree. You have 15 days from the date the determination was issued to file the appeal. Late appeals will not be accepted.

## What You Should Know About Unemployment Insurance in Maryland

This booklet provides the answers to some of the basic questions about collecting unemployment insurance benefits in the State of Maryland. If you have questions that are not answered in this booklet, contact the Claimant Information Service. Automated voice response information is available 24 hours a day, seven days a week.

Service representatives are available to help people with special problems or questions during business hours Monday through Friday from 8:00 a.m. to 4:00 p.m. (EST). (See page 4)

Unemployment insurance is an employer funded insurance program which provides benefits to persons who are unemployed through no fault of their own and who are ready, willing and able to work. The money for unemployment insurance benefits comes from revenue paid by employers. No deductions are ever made from a worker's paycheck to pay for unemployment insurance benefits in Maryland.

The Maryland Division of Unemployment Insurance may be accessed on the Internet at: [www.mdunemployment.com](http://www.mdunemployment.com):

- to obtain further information concerning the Maryland Unemployment Insurance Program;
- to file an initial request for unemployment benefits or to reopen an existing claim;
- to file continued claims (request for payment); or
- to obtain benefit information on an already established claim.

**SOLICITUD DE BENEFICIOS DEL DESEMPLEO PARA LA  
POBLACIÓN DE HABLE HISPANA**

**301-313-8000**

## Unemployment Insurance (UI) Benefit – Prepaid Debit Card

The Maryland Division of Unemployment Insurance (UI) provides all UI benefit payments via the Visa® debit card through Citibank. This method of payment is mandatory. If your **UI payment has been approved**, you will first receive a notice entitled "Notice of First Benefit Payment Approval and Mailing of Your Prepaid Citibank Debit Card." This tells you that your first payment has been approved and that you will receive the debit card within 7 days. This means that by the time the debit card is received, the funds are available and may be immediately accessed. If you are sent a debit card, it will arrive in a YELLOW envelope with the State of Maryland logo and an Omaha, Nebraska return address. NOTE: If you were **previously issued** a debit card, that card is valid for two years. Therefore, unless two years have passed since you were issued the card, no new card will be issued.

If your **UI payment has not been approved**, you will not receive a debit card.

Similar to direct deposit, **you may contact Citibank to request that your UI payments be transferred to your personal bank account.** Citibank will include specific instructions for choosing this option when you receive the UI debit card package.

The Citibank claimant customer service telephone number is 1-800-582-4910. This number may be used for requesting a PIN or for obtaining account help or information. However, Citibank should be contacted at 1-877-855-7201 if the card has been lost or stolen or you need to report unauthorized use of the card.

## Required Enrollment With Maryland's One-Stop Career Center System

Free comprehensive job search assistance from your local one-stop career center is an important part of your unemployment insurance benefits package. Under the Maryland Unemployment Insurance law, **you must enroll in Maryland's One-Stop Career Center system within four weeks of receiving this pamphlet.** You must enroll either 1) in person by visiting your nearest one-stop career center; or 2) via the internet at [www.mwejobs.com](http://www.mwejobs.com). The list of one-stop career centers is on the back cover of this pamphlet.

**Telephone Numbers For  
The Claimant Information Service  
And  
Filing Continued Claims (Request For Payment)**

If you wish to file your continued claim by telephone (Telecert), have a question or a problem with your existing claim, or want to know the status of a payment, you can call:

From Baltimore Area and Out-of-State  
410-949-0022

Toll Free Outside Baltimore  
(but within Maryland)  
1-800-827-4839

For Hearing Impaired Only  
TTY From Baltimore Area and Out-of-State  
410-767-2727

TTY Toll Free Outside Baltimore  
(but within Maryland)  
1-800-827-4400

For Maryland Relay dial 711

To access the following information options, press or speak the number corresponding to the requested option.

- 1 To file a Telecert or obtain payment information
- 2 How to file an initial or reopen claim, telephone numbers and hours of operation
- 3 Information on overpayments, tax forms and the Tax Refund Intercept Program (TRIP), penalties or appeals
- 4 Address Change
- 5 To speak to an operator

If you are a rotary caller, you must clearly speak numbers "one", "two", "three", "four" or "five" to select the information option you want, and the system will interpret your selection. Simple instructions are provided to rotary callers to explain how to use speech recognition.

The automated voice response service is available 24 hours a day, seven days a week. Service representatives are available to help people with special problems or questions Monday through Friday from 8:00 a.m. until 4:00 p.m. EST.

## **Filing For Unemployment Insurance Benefits**

**Filing for unemployment insurance is a two-step process.**

**Step 1: You file an initial claim.** An initial claim is your request that an unemployment insurance claim be established. An initial claim begins the unemployment insurance process. You must be totally or partially unemployed in order to file an initial claim. Initial claims are effective the Sunday of the week during which the initial claim is filed.

**Step 2: You file a continued claim.** A continued claim is your request to be paid unemployment insurance benefits for a particular week. After you file your Maryland initial claim as explained

above, you must file a continued claim for each week of unemployment either by Internet (Webcert) or telephone (Telecert). **If you do not file these continued claims, you cannot be paid.** To file a Telecert, call one of the numbers listed under the Claimant Information Service in this pamphlet. You may file a Webcert over the Internet at [www.mdunemployment.com](http://www.mdunemployment.com). Both methods of filing are available 7 days a week, 24 hours per day.

If you are disabled and are unable to use the Webcert or Telecert line to file your claims, you may call any of the numbers listed on page 4. Speak to a service representative and accommodations will be made so that you can file your continued claim. Page 7 of this booklet contains instructions on how to file a continued claim.

## **When To File Your Continued Claim (Request for Payment)**

Your continued claim for any claim period cannot be filed until the week ending date (Saturday) for which you are filing has passed. Your claim must be filed within 14 days from the Saturday of the most recent week for which you are requesting benefits. **LATE CLAIMS WILL NOT BE ACCEPTED.**

Failure to file your continued claim timely causes a delay in benefits and may result in a denial of benefits.

Normally you file a continued claim once every two weeks, which covers a two-week period. However, for the first week of benefits, the continued claim will only cover a one-week period. Be sure to keep your claim filing information, including your work search, on a weekly basis as the questions must be answered for each individual week.

Sunday is the peak calling day for Telecert filing. Therefore, you may avoid busy signals by filing your Telecert Monday through Friday before 2:00 p.m. EST. Payments are issued every evening, Monday through Friday.

It is very important that the responses to the questions on the continued claim are complete, correct and honest. The responses to these questions become a part of your permanent unemployment insurance record and will be retained. **Remember it is a criminal offense to withhold information or provide false information to obtain or increase benefits. If you commit this offense, you will be charged with unemployment insurance fraud.**

It is your responsibility to file your continued claim by telephone (Telecert) or Internet (Webcert) on time. You will receive a "Notice of Available Continued Claims" in the mail for your first continued claim and up to the point that you are determined to be eligible for and receive benefits. As an example, the notice would read: Your next week ending date(s) are: 3-05-11 and 3-12-11. You may file for these week(s) after 3-12-11. When you begin to receive benefit payments, this notice will be discontinued.

If you file your continued claim by using the Webcert process, the available continued claim weekending dates can be accessed on the Internet by clicking on "File Your Webcert" in the Claimant Information area of the DLLR web site. This information will also be available on your Citibank account page.

If you file your continued claim by using the Telecert process, the Telecert line will only notify you that it is too early or too late to file your continued claim

If you attempt to file your Telecert early (before the week ending date is over) you will receive a message that states: "Our records show that it is too early to file your claim." If you attempt to file and fourteen days have passed since your last continued claim week ending date, you will receive a message that states: "Our records show that you are attempting to file an untimely claim."

Please call an Unemployment Insurance Claim Center if you feel you should be filing a claim."

Benefits for weeks that are not filed on time will be denied according to unemployment insurance law and regulations. Any continued claims for weeks between the first untimely week and the date you contact the Division of Unemployment Insurance to reopen your claim will also be denied.

## Your Personal Identification Number (PIN)

When you file your first continued claim by Internet (Webcert) or telephone (Telecert), you will choose your own four-digit PIN number. This four digit number will become your Personal Identification Number or PIN which you will use each time you file a continued claim or obtain payment information. You are responsible for the security of your PIN, which serves as your electronic signature. Do not give your PIN to anyone, including family members.

When filing your continued claim over the telephone, if you forget or enter a wrong PIN during working hours (Mon-Fri 8:00 am - 4:00 p.m. EST.), your call will be transferred to an agency representative. If you forget or enter the wrong PIN during non-working hours, or when filing over the Internet, you will be instructed to call the Claimant Information Service during the above stated working hours.

*NOTE: You will have to select an additional PIN for use with your Maryland Unemployment Insurance Benefit Debit Card. Instructions for setting the PIN will be included in "A Guide to Getting Started" when you receive your debit card.*

## How To File Your Continued Claim (Request For Payment)

When you access either Telecert or Webcert, the system will tell you if there are one or two weeks available for you to file. You will be given the beginning and ending dates for the week(s) for which you are filing and will be asked the questions listed below for each individual week. If filing by Telecert, you will be prompted to answer the questions by pressing 1 on the telephone keypad for "Yes" and 2 for "No". If filing by Webcert, you will click on the correct answer.

### 1. "Were you able and available to work full-time in your occupation without restrictions?"

Note: If you answer "No" to this question you will then be asked "Were you unable to work due to medical reasons?"

### 2. "Did you attend school or training during the week?" See page 14 for further instructions.

### 3. "Did you actively look for full-time work? For agency verification purposes, you must keep a written record of your contacts."

Note: You are required to keep a weekly listing of your work search contacts. A section is provided in the back of this pamphlet. When asked, you will be required to produce this list of contacts. Failure to provide a list of work search contacts may result in a denial of unemployment insurance benefits.

### 4. "Did you work, or earn any money, whether or not you were paid, during the week?"

Note: If you answer "Yes", you will then be prompted to enter your earnings before deductions. You must report your gross earnings even if you were not paid yet. After entering the earnings, you must press the pound sign (#). Do not enter cents; round up to

the next whole dollar for \$.01 through \$.99. For example, if you earned \$49.26, enter 50#. (If you are filing your Telecert from a rotary phone, you must say "Five" "Zero". Do not say "Fifty" or "Dollars"). Remember to record the name of the employer for whom you worked and your earnings for each week in the Claim Record section in the back of this pamphlet.

You will be asked to review your answers for each week. If filing by Telecert, the system will read back your answers after each week is entered giving you the opportunity to correct or change your answers prior to answering the questions for the second week. Listen carefully to your answers before accepting them. Once you have accepted the answers for the first week you **can-not** go back to that week and make any corrections. If filing by Webcert, you will be told to review your responses and make any corrections on either week before submitting.

## Processing Number

If your continued claim is filed properly and has been accepted over the telephone or Internet, you will receive a seven digit processing number. This processing number is proof that you have successfully filed your continued claim. Be ready to write down the processing number to keep for future reference. It is your responsibility to maintain a record of continued claims filed and the corresponding processing numbers. If filing by Webcert, you have the option of printing the processing number page for your records. **If you do not get a processing number, the continued claim has not been accepted.** If this occurs, you must contact the Claimant Information Service immediately in order to ensure continued payment of benefits. **Don't wait.** To be considered timely, your continued claim must be filed within 14 days from the Saturday of the most recent week for which you are requesting benefits.

## Payment Information

If you are eligible to receive benefits, after the first week's payment, you will receive payment for each week on a biweekly basis. Continued claims filed before 2:00 pm EST Monday through Friday will normally be processed the same day. The payment amount will be transferred to your debit card account the next business day between 1:00 p.m. and 5:00 p.m. **Continued claims filed after 2:00 p.m. EST on Friday through 2:00 p.m. EST on Monday will be processed on Monday evening.**

Payment Information may be obtained by calling the Claimant Information Service and choosing the payment information option or over the Internet by selecting "Get Payment Information". The payment information will also be available on the Citibank web site. See your Citibank "Maryland Unemployment Insurance Benefit Prepaid Debit Card" guide.

You should allow three weeks to receive your first payment. If you are not receiving payments, you will continue to receive the "Notice of Available Continued Claims" listing the next weeks that are available for you to file. Be sure to read the message printed on this notice to find out why you didn't receive a payment. If you have any questions after you read the message, call the Claimant Information Service. If you do not receive either a payment or notice covering the next continued claim period within one week of the date you filed your last continued claim, you must contact the Claimant Information Service immediately. Don't Wait. Backdated claims will not be accepted.

## Earned Wages in More Than One State

If you have worked in more than one state, and could qualify for unemployment insurance in either state, you may only file in one



state at a time. If you choose to file in Maryland, you must wait until all of those benefits have been paid to you before filing in another state. It is illegal to obtain benefits from two different states at the same time.

## Base Period, Monetary Eligibility, And Weekly Benefit Amount

In order to qualify for unemployment insurance benefits, you must have worked and had sufficient wages during the “base period”. The “standard base period” is a one year period made up of **the first four of the last five completed calendar quarters** preceding the start of the benefit year. For example, if you file your claim in:

Month/Year	Your Base Period is the prior
January, February or March	October 1 to September 30
April, May or June	January 1 to December 31
July, August or September	April 1 to March 31
October, November or December	July 1 to June 30

If you **are eligible** for any amount of money on a “standard base period,” regardless of the amount, that is the base period that will be used for your claim. However, if you **are not eligible** for any amount of money (monetarily ineligible) on a “standard base period,” you may apply for an “alternate base period.” An “alternate base period” is a one year period made up of **the four most recently completed calendar quarters** immediately preceding the start of the benefit year.

**NOTE:** If you are not eligible for any amount of money on a “standard base period,” explained above, it will be your responsibility to contact a claim center to request an “alternate base period.”

Regardless of which base period you will be using, you will be sent a Determination of Monetary Eligibility. This form will list all of your base period employer(s) and the wages that were reported by these employer(s) as paid to you during this period. We use these wages to determine your weekly benefit amount, which is also listed on the form. If you have worked outside of Maryland, worked for the Federal Government, or served in the Armed Services during your “base period”, you must report this information when filing your initial claim.

Review your Determination of Monetary Eligibility carefully. If any employer is missing, or any of the wage amounts are incorrect, you must contact your Claim Center and file a wage protest. You must contact the Claim Center **within 15 days from the date the monetary determination was issued** for your protest to be accepted as timely. This “Last Day to Dispute” is displayed on the form. You also may need to provide proof of the missing or incorrect wages, such as W-2's or pay stubs.

Unemployment insurance weekly benefit amounts range from a minimum weekly benefit amount of \$25 per week to a maximum weekly benefit amount of \$430 per week. Your weekly benefit amount is determined by your wages during the base period.

If you are monetarily eligible for unemployment insurance benefits, you may receive up to 26 weeks of your weekly benefit amount (Basic Weekly Benefit Amount) during your benefit year. This is the maximum amount of benefits you may receive (Maximum Benefit Amount). If you are working part-time during any week and, therefore, you do not receive your full weekly

benefit amount, the difference will remain in your balance and allow you to continue claiming weeks of unemployment insurance benefits up to your maximum benefit amount.

## Dependents’ Allowances

In addition to your weekly benefit amount, you may be eligible for dependents’ allowances of \$8 per dependent child for up to 5 dependent children. A dependent child is your son, daughter, stepson, stepdaughter, or legally adopted child (not grandchild or foster child) under 16 years of age whom you support. Only one parent may claim a dependent during any one-year period. You may only claim a dependent(s) when you first open your claim. You will be required to provide each dependent’s Social Security number and birth date. The maximum amount of unemployment benefits payable during any one week, including any dependents’ allowances, is \$430 per week. Therefore, if your weekly benefit amount is \$430, you will not receive any dependents’ allowances.

## Maximum Benefit Eligibility

You are eligible for 26 weeks of your weekly benefit amount. Once you have exhausted 26 weeks of your weekly benefit amount, you will not be eligible again until your benefit claim year is over and you have had sufficient earnings to file a new Maryland unemployment insurance claim. If you have earnings from another state, you may be able to use those earnings to establish a new unemployment insurance claim against that state. Contact your Claim Center or the Claimant Information Service for more information on out-of-state earnings. The only time that benefits exceed 26 weeks of your weekly benefit amount is if a federal extension of benefits is available. You will be notified if any extensions are in effect.

## Non-Monetary Eligibility

Even though you may have enough earnings to qualify, there are circumstances that may prevent you from receiving unemployment insurance benefits. We will need to determine your non-monetary eligibility. Under the Maryland Unemployment Insurance Law, there are many areas that must be explored to establish whether unemployment insurance benefits are payable. Some of these areas include: whether you are able to work and looking for work, whether you are receiving severance pay, pension payments, etc. However, the main area that must be explored is the reason that you are out of work. You must be separated from your employment through no fault of your own. **We will contact your former employer(s) to verify your reason for separation.** If you voluntarily quit your employment or were discharged from your employment, you may be disqualified from receiving unemployment insurance benefits. The claims specialist will review the facts in your case and make a determination of eligibility based on the law. You will receive a Notice of Benefit Determination explaining whether your unemployment insurance benefits will be delayed or denied, and, if so, why.

If your benefits are delayed or denied and you are going to appeal the determination, you must continue to file continued claims. See the “Appeals” section below.

## Claimant Telephone Appointment Notices

If your non-monetary eligibility is in question, you will be sent a “Claimant Telephone Appointment Notice” requiring you to be available for a telephone interview to discuss your case. If you receive one of these notices, you must be available on the date and at the time designated on the notice. It is important that you make all efforts to be available for this interview, as your state-ment will be used to determine your non-monetary eligibility. If

you cannot be available, it is your responsibility to write the following on the back of the notice:

1. the reason you are not available for the interview and;
2. any information concerning the "Issue To Be Resolved" which is listed on the front of the appointment notice.

You must mail the notice to the address listed on the front of the notice. It must be received by this agency prior to the interview date. If you are not available and have not provided information concerning the "Issue To Be Resolved," a determination will be made on your claim with available information, which may result in a delay or denial of your benefits.

## Appeals

If you are disqualified from receiving benefits and you disagree with the determination, you have the right to file an appeal. **You have 15 days from the date that the determination was issued to file a timely appeal.** If you file late, your appeal may not be heard. Your employer has the same right to appeal any employer-related decision that awards benefits to you. If you are notified of an employer appeal, you should make every effort to attend. Appeal hearings are the last step at which either you or your employer has the absolute right to present evidence. Appeal decisions are made based on the evidence presented at the hearing. Failure to appear may result in a disqualification and overpayment of benefits already received.

If you are still unemployed and are filing an appeal, you must continue to file your continued claims (request for payment). **If you do not continue to file your continued claims, you will not receive benefits, even if you win the appeal.** You must also continue to be able, available and actively seeking work as instructed by your Claim Center.

## Able, Available And Actively Seeking Work

At the time you file your claim for unemployment insurance benefits, you must be able and available for full-time work without restrictions, and you must remain able, available and actively seeking full-time work throughout your claim.

**You must begin actively seeking work the day you open (file) your initial claim** and must continue to do so during the entire time you file for unemployment insurance benefits. Repeated contacts to the same employer are not considered to be valid contacts unless the employer requested when you first applied that you return for an interview or return as a job was going to be opening up for which you may qualify. NOTE: If you were granted a work search exemption by the unemployment insurance claims taker when you opened your claim, this requirement will not apply.

An active search for work means that you are meeting the guidelines for seeking work in your occupation and labor market. When you filed your initial claim, you were given instructions concerning your work search methods. You must look for work as instructed or your benefits may be denied. Generally, this means that you must look for full-time work and make at least two, work search contacts each week. For the purpose of eligibility and benefit payment, the unemployment insurance week runs from Sunday to Saturday. The longer you are unemployed, the more extensive your search for work should be. You must keep a detailed record of each work search contact, including:

1. Date of contact;
2. Name and address of the employer;
3. Name and title of the person contacted;

4. Area code and phone number or e-mail address of employers contacted;
5. Type of work applied for;
6. How the job contact was made;
7. Whether an application/resume was accepted; and
8. The result of the job contact.

This record can be kept on page 24-26 of this booklet. You must keep your work search records for one year after the contacts were made. You must be prepared to discuss your work search efforts, if you are scheduled for any telephone interview.

It is important that you **keep accurate records of your work search.** You will be asked to produce the information at regular intervals. If you are unable to produce an accurate record of your work search, you may be denied unemployment insurance benefits for each week that your work search cannot be verified. Falsification of your job search will be considered fraud.

If your usual method of looking for work is through a **union with a hiring hall**, you meet the requirements of actively seeking work if you meet all the requirements imposed by your union. If you belong to a union which does not usually find work for its members, you must make an active search for work as defined above.

**If you work part-time while filing for unemployment insurance benefits, you must continue to be available for and seeking full-time employment.** If you are working part-time, you must also report the gross wages (all earnings before deductions, including odd jobs, self-employment and any tips) you earn from your job during the calendar week in which you worked, whether or not you have been paid. Commissions must be reported for the claim week in which you are paid.

If you believe that you may **have a job but have not started yet**, you must continue to look for work and keep a list of your job contacts for any week that you wish to be eligible for benefits.

**When you start work, you must report your gross wages** (all earnings before deductions, including odd jobs, self-employment and any tips) during the week in which you performed the work, whether or not you have been paid. Commissions must be reported for the claim week in which you are paid. Maryland employers are now required by law to report, within 20 days, employment information (date hired, rate of pay, etc.) for all individuals hired or rehired.

If you are **permanently disabled**, as defined in the Americans with Disabilities Act of 1990, your work search methods may be modified. You will still be expected to actively seek work within the limitations of your disability. Contact the Claimant Information Service for more information.

## Part-Time Workers

A part-time worker is defined as an individual whose availability for work is restricted to part-time work **and** who worked **at least** 20 hours per week in part-time work for the majority of weeks in the base period (time period used to determine monetary eligibility for benefits). In other words, the majority of the wages on which your unemployment insurance benefits are based must have been earned from part-time work.

A part-time worker as defined above is considered to be able, available and actively seeking work if he/she is actively seeking part-time work. The part-time work sought must be for the same number of hours worked as the most recent job. However, if the last job was for less than 20 hours per week, the law requires that the work search must be for at least a 20-hours-per-week job.

The work must also be in a labor market in which a reasonable demand exists for part-time work.

## School Or Training

If you are attending school or training when you file your initial claim, you **must** report it at that time. If the schooling/training begins while you are in continued claim status, you must report this when you file your continued claims (request for payment). Depending on your specific school circumstances, the questions asked during the continued claim process should be answered as instructed below.

Failure to disclose this information and to properly answer the questions as instructed below, may result in a finding of fraud.

NOTE: Normal (customary) hours for an occupation refer to the occupation in general, not the hours you worked on your last job. For example: On your last job as a nurse you may have worked the 4:00 pm-midnight shift which allowed you to attend school during the day. However, normal (customary) hours for the occupation of nurse may include all shifts during each day of the week.

- If you do **attend** school/training during the normal work hours for your occupation and are not willing to drop your schooling or change your school hours you must answer:
  - 1) **"no"** to the question, "Were you able and available to work full-time in your occupation without restrictions?" and
  - 2) **"yes"** to the question, "Did you attend school or training during the week?"

A fact finding interview will be scheduled to discuss whether the days/hours of your schooling/training are truly a restriction on your availability for work. If it is determined that there is a restriction, the possibility of a work search exemption (training waiver) will be explored.

- If you **do not attend** school/training during the normal work hours for your occupation you must answer:
  - 1) **"yes"** to the question, "Were you able and available for work full-time in your occupation without restrictions?" **and**
  - 2) **"yes"** to the question, "Did you attend school or training during the week?"

A fact finding interview will not be necessary as the hours are not in conflict.

## Additional Training Benefits (TAB)

If you are currently in a training program or are considering entering a vocational training, you may be eligible for up to 26 weeks of additional training benefits (TAB) which would be paid at your regular weekly benefit amount. These benefits may be paid over a two-year period determined by the effective date of your initial claim for UI benefits.

In order to be considered for TAB eligibility, certain requirements must be met. In general, you **may** be entitled to these additional training benefits if:

- 1) You are unemployed.
- 2) You have exhausted **all** available state and federal unemployment insurance benefits.
- 3) You filed your initial UI claim after you lost your job due to a permanent reduction of operations or you were separated from a job in a declining industry.
- 4) You are enrolled in a training program authorized under the Workforce Investment Act (WIA) by workforce professionals that you worked with at your local One-Stop Career Center,

or must be in full-time training otherwise approved by this Agency.

- 5) Your training program will lead to a job in an occupation that is in demand.
- 6) You enrolled in the training program prior to the end of the benefit year you established when you separated from your job as described in #3 above.

## Sick Claims

If you become sick or unable to work due to a medical condition or a temporary disability and the effective date of your benefit year is prior to March 6, 2011, you may be eligible for sick claim benefits. In order to qualify for sick claims, **you must:**

- be in unemployment insurance claim status at the time you become unable to work, and
- report the illness or temporary disability in a timely manner on the continued claim of the week during which the illness began, and
- continue to file timely continued claims, and
- submit timely medical documentation as instructed, and
- not refuse any suitable work.

Failure to meet any one of the requirements listed above may result in a delay or denial of sick claim benefits.

However, under the Maryland unemployment Insurance Law no sick claims can be paid on a benefit year with an effective date on or after March 6, 2011, regardless of whether you were being paid sick claims on a previous benefit year.

## Refusal Of Work

You must not, without good cause, refuse a referral or any offer of suitable work. If you refuse an offer of work, we will need to determine if the job was suitable and whether or not you refused with good cause. Factors which are taken into consideration in determining whether work is suitable include, but are not limited to, previous work experience, prevailing salary for the job in your geographical area, physical and mental fitness, risk to your health, safety, the distance from your home, your length of unemployment and prospects for obtaining work in your customary occupation.

## Jury Duty

If you are called to jury duty, you will not be required to make an active work search or be available for work for any day spent in a courthouse waiting to be called for a jury or any day spent serving on a jury. For all other days during the week you must meet the able, available and actively seeking work requirements previously explained.

If you are required to call in each day but do not have to report to the courthouse, you must be able and available for each day of the week and must be making an active search for work.

Monies paid for serving on a jury should never be reported, as they are not deductible from unemployment insurance benefits.

## Receipt Of Vacation Pay, Holiday Pay, Or Special Payments

The law requires that you inform the Agency if you have received, are receiving, or will receive vacation pay, holiday pay or special payments. You must report this information when you file your initial claim, or if you receive any of these payments at a later time, you must report them by calling a Claim Center. Do not re-



port vacation, holiday pay or special payments as earnings when filing your continued claim.

Your benefits may be reduced or denied, depending on the circumstances. If you fail to report these payments, you may be overpaid. This overpayment must be repaid before any future benefits will be paid.

## Receipt Of Severance Payments

The law requires that you inform the Agency if you have received, are receiving, or will receive severance payments. You must report this information when you file your initial claim, or if you receive severance payments at a later time, you must report them by calling a Claim Center. Do not report severance payments as wages when filing your continued claim.

All severance payments are deductible from unemployment insurance benefits for the number of weeks based on your last weekly pay rate. Once your severance payments have been exhausted, if you are otherwise eligible, your benefit payments will resume. If you fail to report these payments, you will be overpaid. This overpayment must be repaid before any future benefits will be paid.

**IF YOU DO NOT REPORT YOUR SEVERANCE PAYMENTS, YOU WILL BE OVERPAID AND IT MAY BE CONSIDERED UNEMPLOYMENT INSURANCE FRAUD.**

## Receipt Of Pension Payments

The law requires that you inform the Agency if you have received a lump sum pension or are receiving monthly pension payments from any employer for whom you have worked during the last 18 months. These payments may be deductible from unemployment insurance benefits. It is required that you report the effective date of any pension payments, even if the actual payments are received at a later date. You must also report any changes in your pension amount.

**IF YOU DO NOT REPORT YOUR PENSION AND ANY CHANGES TO YOUR PENSION, YOU WILL BE OVERPAID AND IT MAY BE CONSIDERED UNEMPLOYMENT INSURANCE FRAUD.**

Social Security benefits are not deductible from unemployment insurance benefits and should not be reported.

## Working Part-Time

If you are working part-time during any week for which you claim unemployment insurance benefits, you may be eligible for partial benefits. You must report your gross earnings (all earnings before deductions) on your continued claim for the calendar week in which you performed the work, **even if you have not yet been paid.**

If the effective date of your benefit year is prior to March 6, 2011, you may earn up to \$100 per week before any deductions are made from your benefit payment. However, you must report all earnings, even if under \$100. Any earnings over \$100 per week will be deducted from your benefit payment on a dollar for dollar basis. Earnings are considered payment, in any form, for any work or service performed, including self-employment, tips and odd jobs.

Commissions are earnings but are reported differently. Commission earnings must be reported for the claim week in which you are paid.

**NOTE:** When reporting earnings, if you earn \$110, report \$110, do not deduct \$100.

If the effective date of your benefit year is on or after March 6, 2011, you may earn up to \$50 per week before any deductions are made from your benefit payment. However, you must report all earnings, even if under \$50. Earnings are considered payment, in any form, for any work or service performed, including self-employment, tips and odd jobs.

Commissions are earnings but are reported differently. Commission earnings must be reported for the claim week in which you are paid.

**NOTE:** When reporting earnings, if you earn \$60, report \$60, do not deduct \$50.

**IF YOU DO NOT REPORT YOUR EARNINGS, YOU WILL BE OVERPAID AND IT MAY BE CONSIDERED UNEMPLOYMENT INSURANCE FRAUD.**

If your earnings equal or exceed your weekly benefit amount, no benefits will be paid for that week. In this case, **you must contact the Claim Center in order to reactivate your claim if you remain partially or totally unemployed.**

If you have been working part-time and receiving partial unemployment insurance benefits and subsequently become totally unemployed, you must notify a Claim Center that your part-time employment has ended. Failure to do so may result in a finding of UI fraud.

## Working Full-Time

**If you start working full-time, whether the job is temporary or permanent, you are not entitled to unemployment insurance benefits.** Under the law, employers must notify us when new employees are hired. If you are receiving benefits and then begin working, you must report your **gross earnings** (all earnings before deductions) on your continued claim for the week in which you started the full-time work, **even if you have not yet been paid.** Earnings are considered payment, in any form, for any work or service performed, including self-employment, tips and odd jobs.

Commissions are also considered earnings; however, commissions must be reported during the week in which you are paid. If you are working full-time on a commission basis, even if you are not earning any money or being paid, you are still considered to be working full-time and are not entitled to unemployment insurance benefits.

If you have worked and earned gross wages that are equal to or in excess of your weekly benefit amount, no benefits will be paid for that week. If you become unemployed again, you must immediately file an initial claim to reactivate your claim either by calling a Claim Center or filing over the Internet. **No backdated initial claims will be accepted.**

**IF YOU DO NOT REPORT YOUR EARNINGS, YOU WILL BE OVERPAID AND IT MAY BE CONSIDERED UNEMPLOYMENT INSURANCE FRAUD.**

## Maryland One-Stop Career Center Appointment Notices

If you are sent a notice to report to the Maryland One-Stop Career Center for employment services or you are scheduled for an Early Intervention Workshop, **you are required to report.** If you are not able to report at the scheduled time, you must notify the One-Stop Career Center prior to the scheduled appointment. Failure to notify the One-Stop Career Center in advance or failure to report may result in a delay or denial of UI benefits.

## Fraud

If you knowingly make false statements or misrepresent or fail to give important facts in order to obtain or increase UI benefits, you may be subject to a \$1,000 fine or imprisonment, or both.

If you make an honest mistake in giving information when you file your initial claim or continued claim, notify the Claimant Information Service as soon as you discover the mistake in order to avoid penalties.

You must report:

1. All gross wages earned for full or partial employment during any week for which you claim benefits (including tips, odd jobs and self-employment);
2. Commissions during the claim week in which you are paid;
3. All pensions and annuities that you are receiving or are eligible to receive;
4. Severance pay, vacation pay, holiday pay, bonuses or special pay; and
5. Any other payments in any form received by or due you for work performed.
6. All employers for whom you have worked and from whom you have been separated within the 18 months prior to filing your initial claim for benefits **and** all employment you have had subsequent to filing your initial claim. This applies to employers both inside and outside of Maryland.

The penalties for unemployment insurance fraud include a denial of benefits for one year, a fine of up to \$1,000 and/or imprisonment. You will also be required to repay any benefits, with interest, that you received during weeks that you reported false information.

If you know someone who is collecting unemployment insurance benefits but is working full-time or working part-time and not reporting wages, is incarcerated, is out of town, or is unable to work, call the FRAUD HOTLINE, toll free, at 1-(800) 492-6804 between 9:00 a.m. and 4:00 p.m. Monday through Friday. All information received will be thoroughly investigated and the caller may remain anonymous.

## Overpayments

If, for whatever reason, you are paid unemployment insurance benefits to which you are not entitled, you will be required to repay those benefits. If you are filing continued claims and are not under a fraud denial, we will deduct the overpayment from the benefits that you would otherwise be paid until the overpayment is recovered. If you are no longer filing for benefits, we will send you a notice of the overpayment and require that you make arrangements to repay the overpayment. If you received benefits due to a false statement or omission on your part, it will be considered fraud. If you do not make regular payments to repay the overpayment, any Maryland State Income Tax refund may be garnished.

## Unemployment Insurance Benefits Are Taxable!

Any unemployment insurance benefits that you receive must be reported as part of your gross income for both state and federal tax purposes. To assist you in filing your tax returns, we will send you an IRS Form 1099 G showing the total amount of unemployment insurance benefits paid to you during the previous year by January 31st of the following year.

You may elect to have taxes deducted from unemployment insurance payments. You may choose to have either Federal taxes,

Maryland state taxes, both or neither deducted from your payment. NOTE: If you elected to have taxes deducted from your UI benefits and are later determined "overpaid", the full amount of benefits (including taxes deducted) must be repaid.

## Address Changes

If you change your address while filing for unemployment insurance benefits, you must notify the Claimant Information Service immediately (see page 4). The post office will only forward unemployment insurance documents to a new address for a short period of time. You may notify the office by phone or in writing. To change your address over the phone, call the Claimant Information Service during business hours. PRESS 1 (for touch-tone phone), PRESS 1 for English or 2 for Spanish, then PRESS 4 (for address change). This will allow you to speak to a representative who will take your address change information. Be prepared to verify your identity for the representative. You must be able, available and actively seeking work in the area to which you move in order to continue being eligible for unemployment insurance benefits. Failure to report your change of address immediately may result in your unemployment insurance documents going to the wrong address. Remember: The post office will only forward unemployment insurance documents to a new address for a short period of time.

**It will also be your responsibility to change your address with Citibank for your debit card. You may call 1-800-582-4910 or use the web site [www.mduibenefits.com](http://www.mduibenefits.com).**

If you move out of Maryland, and continue to file for unemployment insurance benefits, you will still be filing your claim against Maryland and must still follow Maryland unemployment insurance laws and regulations. In addition, you must be able and available and actively seeking work without restrictions in your new locality. **You are not eligible to continue filing for unemployment insurance benefits if you move to another country or United States territory, with the exception of Puerto Rico, Virgin Islands or Canada.**

## Trade Adjustment Assistance

If you are a worker who is totally or partially unemployed as a result of increased imports, Trade Adjustment Assistance (TAA) may be available to you. TAA benefits include:

- reemployment services such as funded training;
- job search allowances;
- relocation benefits; and
- benefit payments known as Trade Readjustment Allowances (TRA), after you exhaust your regular unemployment insurance.
- tax credits for health insurance costs (HCTC).
- Reemployment/Alternate Trade Adjustment Assistance (RTAA/ATAA) for workers aged 50 or older who are unemployed as a result of increased imports.

Each benefit has distinct eligibility requirements and must be applied for separately. To receive most of these benefits, you must file an application within certain time limits. For example, you must apply for training within 26 weeks of your separation or TAA petition certification in order to be eligible for additional weeks of TRA.

More information about TAA benefits is provided in the pamphlet entitled, Information for Claimants on the Trade Act of 1974, DLLR/Pub./OUI 4261.

## Equal Opportunity Is The Law

You are protected from discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the U.S. Department of Labor (DOL) in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with any DOL-funded program or activity. If you think that you have been subjected to discrimination under a DOL-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Officer (or the person designated for this purpose), or you may file a complaint directly with the Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20201.

Auxiliary aids and services are available upon request to individuals with disabilities.

## Notice To Claimants About Release Of Information

Federal law requires agencies administering the following programs to exchange information in order to verify income and eligibility for these programs:

- Food Stamp Program
- Temporary Cash Assistance
- Medicaid Program
- Housing Assistance
- Unemployment Insurance Program
- Child Support Program

Wage information provided by your employers and unemployment insurance benefit information will be made available to agencies administering the programs listed above. Confidential unemployment insurance information pertaining to a claimant may be requested and utilized for other governmental purposes, including, but not limited to, verification of eligibility under other government programs.

## Notice To Claimants About Personal Information

The Department of Labor, Licensing and Regulation (DLLR) requires the information requested in order to determine your eligibility for unemployment insurance benefits. Failure to provide the information could delay your receipt of benefits.

Personal information submitted by a claimant is subject to public inspection only to the extent allowed by the Maryland Public Information Act, Maryland Annotated Code, State Government Article, Sections 10-611 to 10-628. Information submitted to DLLR may be disclosed to State, Federal, or local government agencies as provided by law. You have the right to inspect, amend and correct your personal records as provided by the Maryland Public Information Act.

## Telephone Numbers For Filing Initial And Reopened Claims By Phone, Locations And Areas Served

**Hours of Operation:**  
**7:30 a.m. to 4:00 p.m. Eastern Time**  
**Monday through Friday**

Location	Phone Number to File a Claim	Area Served
Baltimore Metro South Claims Center	410-368-5300 1-877-293-4125 (toll free)	Baltimore City Anne Arundel County Howard County
College Park Claim Center	301-313-8000 1-877-293-4125 (toll free)	Calvert County Charles County Montgomery County Prince George's County St. Mary's County
Cumberland Claim Center	301-723-2000 1-877-293-4125 (toll free)	Allegany County Frederick County Garrett County Washington County
Salisbury Claim Center	410-334-6800 1-877-293-4125 (toll free)	Caroline County Dorchester County Kent County Queen Anne's County Somerset County Talbot County Wicomico County Worcester County
Towson Claim Center	410-853-1600 1-877-293-4125 (toll free)	Baltimore County Carroll County Cecil County Harford County

## FILING INITIAL AND REOPENED CLAIMS BY INTERNET

**Access the Maryland Division of Unemployment  
Insurance on the Internet at:**

**[www.mdunemployment.com](http://www.mdunemployment.com)**

**SOLICITUD DE BENEFICIOS DEL DESEMPLEO  
PARA LA  
POBLACIÓN DE HABLE HISPANA  
301-313-8000**

## WORK SEARCH CONTACTS

KEEP A RECORD OF YOUR WORK SEARCH CONTACTS. YOU WILL BE ASKED TO PRODUCE THIS RECORD WHEN CONTACTED BY THIS AGENCY.

[illegible]

## CLAIM RECORD

FOR YOUR CONVENIENCE IN KEEPING A RECORD OF THE UNEMPLOYMENT INSURANCE CLAIMS YOU FILE AND PAYMENTS YOU RECEIVE.

[illegible]



## TELEPHONE NUMBERS FOR CLAIMANT INFORMATION SERVICES

For additional information on any subject covered in this booklet or for information on any subject not included in this booklet, access the Internet at [www.mdunemployment.com](http://www.mdunemployment.com) or call the Claimant Information Service at:

From Baltimore Area and Out-of-State  
410-949-0022

Toll Free Outside Baltimore  
(but within Maryland)  
1-800-827-4839

### **For Hearing Impaired Only**

TTY From Baltimore Area and Out-of-State  
410-767-2727

TTY Toll Free Outside Baltimore  
(but within Maryland)  
1-800-827-4400

For Maryland Relay dial 711

This unit can help you with questions on topics including, but not limited to:

Able, available and actively seeking work	Filing your continued claims (request for payment)
Alien status	Hardship checks
Appeal rights	Moving out of state
Approved training	Overpayments
Change of address	Pensions
Child support withholding	Quality control
Denials of benefits	Reporting earnings while filing for benefits
Dependents' allowance	Reporting requirements
Eligibility	Severance pay, vacation pay, bonus or special pay
Fraud	Sick claims
Federal claims (ex-federal workers)	UI for former military personnel
Federal and/or state tax withholding	Weekly benefit/maximum benefit amounts

**File your initial, additional or reopened claim by telephone or you may access the Maryland Division of Unemployment Insurance on the Internet at:**

**[www.mdunemployment.com](http://www.mdunemployment.com)**

## TELEPHONE NUMBERS FOR FRAUD HOTLINE

To report someone who is working and not reporting wages, is incarcerated, is out of town, or is unable to work, call toll free, at 1-800-492-6804 between 9:00 a.m. and 4:00 p.m. Monday through Friday. All information received will be thoroughly investigated and the caller may remain anonymous.

# ONE STOP CAREER CENTERS

(E) = Aqui se habla español (12) (ESOL) = English Classes (7) (FS) = Full-Service Center (29) (S) = Satellite Center (6)

## ANNE ARUNDEL COUNTY

(FS) 7480 Baltimore-Annapolis Blvd.  
Suite 100  
Glen Burnie, MD 21061  
Phone: 410-424-3240  
Fax: 410-508-2002

(E) (FS) Job Center  
80 West Street  
Annapolis, MD 21401  
Phone: 410-269-4429  
Fax: 410-974-2023

(FS) 1460 Ritchie Highway, Suite 205  
Arnold, MD 21012  
Phone: 410-793-5635  
Fax: 410-793-5639

(S) Fort Meade Outreach Center  
(must have military ID)  
Bldg. 4432  
Fort Meade, MD 20755  
Phone: 410-674-5240  
Fax: 410-672-3543

(FS) Sales & Service Training  
Center at Arundel Mills  
Anne Arundel Community College  
7000 Arundel Mills Circle  
Hanover, MD 21076  
Phone: 410-777-1845  
Fax: 410-799-4411

(S) BWI Thurgood Marshall International  
Airport:  
BWI Airport One-Stop Career Center  
P.O.Box 46024  
BWI Airport, MD 21240  
Phone: 410-684-6838

## BALTIMORE CITY

(ESOL) (FS) Baltimore Works One-Stop  
Career Center  
1100 N. Eutaw Street, Room 101  
Baltimore, MD 21201  
Phone: 410-767-2148  
TTY: 410-767-2117  
Fax: 410-333-7858

(FS) Eastside One-Stop Career Center  
3001 E. Madison Street  
Baltimore, MD 21205  
Phone: 410-396-9030  
Fax: 410-396-4063

(FS) Northwest One-Stop Career Center  
(Re-entry Center)  
Mondawmin Mall  
2401 Liberty Heights Avenue, Suite 302  
Baltimore, MD 21215  
Phone: 410-523-1060  
Fax: 410-523-0970

## BALTIMORE COUNTY

(E) (ESOL) (FS) Baltimore County  
Workforce Development Center at  
Eastpoint  
7930 Eastern Boulevard  
Baltimore, MD 21224  
Phone: 410-288-9050  
Fax: 410-288-9260

(FS) Baltimore County Workforce  
Development Center at the Liberty  
Center  
3637 Offutt Road  
Randallstown, MD 21133  
Phone: 410-887-8912  
Fax: 410-496-3136

(FS) Baltimore County Workforce  
Development Center at Hunt Valley  
11101 McCormick Road, Suite 102  
Hunt Valley, MD 21031  
Phone: 410-887-7940  
Fax: 410-329-1317

## FREDERICK COUNTY

(E) (ESOL) (FS) Frederick County  
Workforce Services  
Frederick County Business and  
Employment Center  
5340 Spectrum Drive, Suite A  
Frederick, MD 21703  
Phone: 301-600-2255  
Fax: 301-600-2906

## LOWER SHORE

(E) (ESOL) (FS) WICOMICO COUNTY  
One Stop Job Market  
917 Mount Hermon Road, Suite 1  
Salisbury, MD 21804  
Phone: 410-341-6515  
Fax: 410-334-3454  
onestopjobmarket.com

## MID-MARYLAND

(ESOL) (FS) CARROLL COUNTY  
Business & Employment  
Resource Center  
224 N. Center Street  
Westminster, MD 21157  
Phone: 410-386-2820  
Fax: 410-876-2977

## HOWARD COUNTY

(E) (FS) Columbia Workforce Center  
7161 Columbia Gateway Drive, Suite D  
Columbia, MD 21046  
Phone: 410-290-2600  
Fax: 410-312-0834

(FS) Professional Outplacement  
Assistance Center  
7161 Columbia Gateway Drive, Suite D  
Columbia, MD 21046  
Phone: 410-290-2600  
Fax: 410-312-0834

## MONTGOMERY COUNTY

(E) (ESOL) (FS) MontgomeryWorks  
Westfield Shopping Center  
South Office Building  
11002 Veirs Mill Road  
Wheaton, MD 20902  
Phone: 301-929-4350  
Fax: 301-929-4383

(E) (FS) MontgomeryWorks  
Germantown One-Stop Career Center  
12900 Middlebrook Road  
Germantown, MD 20874  
Phone : 240-777-2050  
Fax: 240-777-2070

## (E) (FS) PRINCE GEORGE'S COUNTY

1100 Mercantile Lane, Suite 100  
Largo, MD 20774  
Phone: 301-618-8425  
Fax: 301-386-5533

(E) (S) Employment Service  
Business Resource Center  
312 Marshall Avenue, 6<sup>th</sup> Floor  
Laurel, MD 20707  
Phone: 301-362-9708  
301-362-9709 español  
Fax: 301-362-9719

## SOUTHERN MARYLAND

(S) CALVERT COUNTY  
Louis L. Goldstein Multi-Purpose Center  
200 Duke Street, Room 1400  
Prince Frederick, MD 20678  
Phone: 443-550-6750  
Fax: 301-855-1961

## (E) (FS) CHARLES COUNTY

175 Post Office Road  
Waldorf, MD 20602  
Phone: 301-645-8712  
Fax: 301-645-8713

## (FS) SAINT MARY'S COUNTY

The Joseph D. Carter  
Multi-Service Center  
23110 Leonard Hall Drive  
P.O. Box 282  
Leonardtown, MD 20650  
Phone: 301-880-2800  
Fax: 301-475-4106

## SUSQUEHANNA REGION

(FS) HARFORD COUNTY  
Bel Air Workforce Center  
Mary Risteau Bldg. 2<sup>nd</sup> Floor  
2 South Bond Street  
Bel Air, MD 21014  
Phone: 410-836-4603  
Fax: 410-836-4640

## (FS) Aberdeen Workforce Center

Community Services Building  
3<sup>rd</sup> Floor  
34 N. Philadelphia Boulevard  
Aberdeen, MD 21001  
Phone: 410-272-5400  
Fax: 410-272-2092

## (FS) CECIL COUNTY

Cecil County Workforce Center  
1275 West Pulaski Highway  
Elkton, MD 21921  
Phone: 410-996-0550  
Fax: 410-996-0555

## UPPER SHORE

(FS) CAROLINE COUNTY  
D.L.L.R. Denton Caroline  
County Career Center  
P. O. Box 400  
300 Market Street  
Denton, MD 21629  
Phone: 410-819-4549  
Fax: 410-819-4503

## (FS) DORCHESTER COUNTY

627A Race Street  
Cambridge, MD 21613  
Phone: 410-901-4250  
Fax: 410-221-1817

## (S) KENT COUNTY

The Kent Family Center  
601 High Street  
Chestertown, MD 21620  
Phone: 410-778-3525  
Fax: 410-778-3527

## (S) QUEEN ANNE'S COUNTY

Queen Anne's Co. Career Center  
(Tuesday only)  
125 Comet Drive  
Centreville, MD 21617  
Phone: 410-758-8044  
Fax: 410-758-8113

## (E) (ESOL) (FS) TALBOT COUNTY

Bay Street Plaza  
301 Bay Street, Suite 301  
Easton, MD 21601  
Phone: 410-822-3030  
Fax: 410-820-9966

## WESTERN MARYLAND

(FS) ALLEGANY COUNTY  
Allegany County One-Stop Job  
Center  
138 Baltimore Street, Suite 102  
Cumberland, MD 21502  
Phone: 301-777-1221  
Fax: 301-784-1702

## (FS) GARRETT COUNTY

Garrett County One-Stop Job  
Center  
221 South Third Street  
Oakland, MD 21550  
Phone: 301-334-3972  
Fax: 301-334-2106

## (E) (FS) WASHINGTON COUNTY

Washington County One-Stop Job  
Center  
14 N. Potomac Street, Suite 100  
Hagerstown, MD 21740  
Phone: 301-393-8200  
Fax: 301-791-4673

TTY users, call via the  
Maryland Relay Service

Reasonable accommodations are  
provided upon request. Check with  
your local One Stop Career Center for  
details. For the most updated listing,  
visit our website:



[www.dllr.state.md.us](http://www.dllr.state.md.us)



[www.mwejobs.com](http://www.mwejobs.com)